

State of Hawaii
Department of Human Services
Benefit, Employment & Support Services Division
Supplemental Nutrition Assistance Program Office

Request for Proposals

RFP No. HMS-237-14-01-OM

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T)

April 29, 2014

Note: *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

April 29, 2014

REQUEST FOR PROPOSALS

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
EMPLOYMENT AND TRAINING
RFP No. HMS-237-14-01-OM**

The State of Hawaii, Department of Human Services (DHS), Benefit, Employment & Support Services Division (BESSD) is seeking to procure services to provide Employment and Training (E&T) services to individuals who receive benefits through the Supplemental Nutrition Assistance Program (SNAP), formerly known as the "Food Stamp Program," on the islands of Oahu and Maui.

The E&T Program assists SNAP recipients by providing access to employment and training services in order to meet federal requirements for continued SNAP benefits eligibility.

All proposals must conform to the format and instructions provided in the Request for Proposals (RFP) No.HMS-237-14-01-OM information packet. Beginning Wednesday April 30, 2014, packets will be available at the following locations:

Oahu: Haseko Center 820 Mililani Street, Suite 606 Honolulu, Hawaii 96813	Maui: 1955 Main St., Suite 325 Wailuku, Maui 96793
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Please hold all questions relative to the proposal for the orientation session. The orientation session will be conducted on Thursday, May 8, 2014, from 9:00am to 11:00am at the following location.

Haseko Center, 820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

All prospective applicants are encouraged to attend the orientation. The deadline for submission of written questions is 4:00pm, May 16, 2014. All written questions will receive a written response from the State by May 23, 2014.

Inquiries regarding this RFP should be directed to the RFP Contact Person, Geneva Spear, 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813. Inquiries may be made by telephone to (808) 586-5724, fax (808) 586-5744, or email at gspear@dhs.hawaii.gov.



Patricia McManaman,
Director

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: ONE (1) ORIGINAL AND THREE (3)
COPIES OF THE PROPOSAL ARE REQUIRED**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **May 30, 2014** and received by the state purchasing agency no later than 10 days from the submittal deadline.

All Mail-ins

**Department of Human Services
Benefit, Employment & Support Services Division
Supplemental Nutrition Assistance Program Office
Haseko Center
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813**

DHS RFP COORDINATOR

**Geneva Spear
Phone: (808) 586-5724
Fax: (808) 586-5744
Email: gspear@dhs.hawaii.gov**

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST) May 30, 2014**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **May 30, 2014**.

Drop-off Sites

**Department of Human Services
Benefit, Employment & Support Services Division
Supplemental Nutrition Assistance Program Office
Haseko Center
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Attn: Geneva Spear**

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	04/29/2014
Distribution of RFP	04/30/2014
RFP orientation session	05/08/2014
Closing date for submission of written questions for written responses	05/16/2014
State purchasing agency's response to applicants' written questions	05/23/2014
Discussions with applicant prior to proposal submittal deadline (optional)	04/29-05/30/2014
Proposal submittal deadline	05/30/2014
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	06/02-06/06/2014
Provider selection	Week of 06/09/2014
Notice of statement of findings and decision	Week of 06/09/2014
Contract start date	Upon contract execution

1.2 Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo>

For	Click on “Doing Business with the State” tab or
1 Procurement of Health and Human Services	http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services
2 RFP website	http://hawaii.gov/spo/general/procurement-notice-for-solicitations
3 Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules
4 Forms	http://hawaii.gov/spo/statutes-and-rules/general/spo-forms
5 Cost Principles	http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services
6 Standard Contract -General Conditions, AG103F13	http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts
7 Protest Forms/Procedures	http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

For	Go to
8 Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9 Department of Taxation	http://hawaii.gov/tax/
10 Wages and Labor Law Compliance, HRS §103-055	http://capitol.hawaii.gov/hrscurrent
11 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click “Business Registration”
12 Campaign Spending Commission	http://hawaii.gov/campaign

1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services, State of Hawaii
Benefit, Employment & Support Services Division
Haseko Center, 820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

1.6 RFP Contact Person

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Geneva Spear
Phone: (808) 586-5724
Fax: (808) 586-5744
Email: gspear@dhs.hawaii.gov

1.7 Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: May 8, 2014 **Time:** 9:00am
Location: Haseko Center, 820 Mililani Street, Suite 606, Honolulu 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

1.8 Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

Date: May 16, 2014 **Time:** 4:30 pm **HST**

State agency responses to applicant written questions will be provided by:

Date: May 23, 2014

1.9 Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in subsection 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPOH-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.

- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Hawaii Compliance Express (HCE).** All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS) , Department of Labor and Industrial Relations (DLIR) , and Department of Commerce and Consumer Affairs (DCCA) . There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to **subsection 1.2, Website Reference**, for HCE's website address.
- **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)
 - **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)
 - **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)
- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds

appropriated by a legislative body. Refer to HRS §11-355. (See subsection 1.2, Website Reference for Campaign Spending Commission website address.)

- G. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- H. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:
1. Postmarked after the designated date; or
 2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Faxed proposals and/or submission of proposals on diskette/CD, or transmission by e-mail, website or other electronic means is not permitted. Proposals shall be sent in hard copy form only.

1.10 Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for final revised proposals.

1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

1.17 Provider Participation in Planning

Provider(s) awarded a contract resulting from this RFP

☐ are required

☒ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §§3-142-202 and 3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) Applicant not responsible (HAR §3-143-610(a)(2))

1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. (See subsection 1.2, Website Reference for website address.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Patricia McManaman	Name: Scott Nakasone
Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96813	Mailing Address: 820 Mililani Street Haseko Center, #606 Honolulu, HI 96813
Business Address: 1390 Miller Street Honolulu, HI 96813	Business Address: 820 Mililani Street Haseko Center, #606 Honolulu, HI 96813

1.21 Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See subsection 1.2, Website Reference for website address.) Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

1.23 Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPOH-201, which is available on the SPO website. (See subsection 1.2 Website Reference for website address.) Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

2.1 Introduction

A. Overview, purpose or need

The purpose of the Supplemental Nutrition Assistance Program Employment and Training Program (SNAP E&T), formerly known as the Food Stamp Employment & Training Program (FSE&T), is to assist participants in obtaining employment. Services may include, but are not limited to intake, assessment, employability plan development, employment counseling, vocational skill training, job development, job placement, work experience placement, provision of supportive services, as well as monitoring and tracking the progress of the participants until exit from the program

B. Description of the service goals

The goal of the service is to assist clients toward self-sufficiency and to place them into countable federally defined work activities.

C. Description of the target population to be served

The population to be served is the able bodied adults without dependents (ABAWDs), non-exempt work registrants and volunteers who receive SNAP payments.

D. Geographic coverage of service

Oahu: The contractor will be required to serve the eligible SNAP recipients throughout the island of Oahu, census tracts 1-113.99. The unit/office location is expected to be in the Aiea area. The Department of Human Services reserves the right to change census tract designations after affording the contractor 30 days notice.

Maui: The contractor will be required to serve the eligible SNAP recipients throughout the island of Maui, census tracts 307, 309-313. The Department of Human Services reserves the right to change census tract designations after affording the contractor 30 days notice.

E. Probable funding amounts, source, and period of availability

This contract is expected to be State and/or Federally funded. The maximum amount of funding for this contract for a twelve month period beginning on 7/1/2014 through and including 6/30/2015 is expected to be as follows:

Oahu: \$492,753

Maui: \$165,000.

The funding is expected to remain the same for each twelve-month extension thereafter. However, funding is dependent on satisfactory performance and availability of State and Federal funds.

2.2 Contract Monitoring and Evaluation

The criteria by which the contractor's performance will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

2.3 General Requirements**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website: <http://hawaii.gov/spo/>
2. The applicant shall also comply with the applicable federal cost principles if awarded federal funding. The following are federal cost principles and applicable regulations which can be accessed on the federal website:

Office of Management and Budget Circular (OMB) A-122, "Cost Principles for Non-Profit Organization"

<http://www.whitehouse.gov/omb/circulars/a122/a122.html>

OMB Circular A-87, "Cost Principles of State, Local, and Indian Tribal Government" <http://www.whitehouse.gov/omb/circulars/a087/a087-all.html>

Code of Federal Regulations <http://www.access.gpo.gov/nara/cfr>

3. The applicant shall also comply with the requirements of the federal grant if awarded federal funding. Federal grant funding includes C.F.D.A. #10.561 State Administrative Matching Grants for the Supplemental Nutrition Assistance Program <http://www.cfda.gov>
4. The applicant shall have a financial and compliance audit completed to submit to the OYS as directed in accordance with "Government OMB Circular A-133" if Applicant expends \$500,000 or more in federal funds in a year.
5. Refund to the State any funds unexpended or expended inappropriately

B. Secondary purchaser participation
(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed.
Planned secondary purchases None

C. Multiple or alternate proposals
(Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded
(Refer to HAR §3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

Applicants may propose to provide services for Oahu only, Maui only, or both Oahu and Maui

E. Single or multi-term contracts to be awarded
(Refer to HAR §3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Initial term of contract: Twelve months, July 1, 2009 to June 30, 2010

Length of each extension: Twelve months

Number of possible extensions: Four (4) Not to exceed June 30, 2019

The initial period of the contract shall commence on the contract start date or Notice to Proceed, whichever is earlier.

Contract extensions must be in writing and executed prior to the expiration of the current contract.

2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

1. General Operations

Act as the department designee as described in Chapter 17-684.1, Hawaii Administrative Rules (HAR), relating to the SNAP.

2. Case Management Services

Scheduled an initial appointment time with an E&T Employment Counselor for each referral received, and provide case management services as described herein to E&T participants in accordance with established DHS procedures that will be made available to the contractor after a contract is executed.

a. Intake and Registration

This includes mailing a notice to the SNAP recipient to invite him to an E&T intake and orientation session, scheduling an appointment with the assigned worker upon completion of the intake, registering the new E&T participant with Workforce Development, and reviewing the SNAP E&T participant's rights and responsibilities.

b. Assessment/Employment Skills Assessment

Participants entering the SNAP E&T program will receive an extended assessment to include, but not limited to, the assessment of self-esteem/self-awareness, needs, values, interests, and skills.

On Oahu, the E&T program shall implement the Employment Skills Assessment work activity through a DHS contracted vendor. The current contractor for this service is the City & County of Honolulu, Office of Community Services, Job Development and Training Division. Applicants for the Oahu program shall propose a contingency plan to offer this service in the event that DHS discontinues its contract with City & County of Honolulu.

Applicants for the Maui E&T program shall propose how to offer this service.

c. Employability Development Plan

The Employment Counselor and SNAP E&T participant shall jointly develop the employability plan (EP), consisting of one or a series of

approved SNAP E&T components, and mutually agree upon a realistic vocational goal that is attainable under the constraints of the SNAP E&T program.

d. Employment Counseling and Case Management

The E&T program shall include, but is not limited to, the employment counseling and case management services described below:

- 1) Provide on-going job-related counseling, assist participants in making realistic vocational choices, assist participants in making realistic vocational choices and understanding work-related problems which may have prevented the participant from getting or holding a job in the past.
- 2) Refer participants with any psychosocial, child care, or medical problems to the appropriate public or private community agency for assistance and resolution.
- 3) Track E&T participants' progress to determine if they are progressing towards self-sufficiency, and make any adjustment to the EP as necessary.

e. SNAP E&T Activities

SNAPT E&T activities are also referred to as components. The Contractor shall be expected to follow all DHS guidelines and procedures in relation to each component.

- 1) Job Search,
- 2) Job Search Training,
- 3) Basic Education such as remedial education, GED preparation, or English As a Second Language,
- 4) Vocational Training,
- 5) Work Experience, which provides E&T participants with an opportunity to engage in an unsalaried job training environment,
- 6) Employment,
- 7) Self Employment, and
- 8) Post employment, a component designed to assist E&T participants who have successfully completed other E&T components transition to employment, or increase existing employability to reach self-sufficiency.

f. Provision of Support Services

The E&T program shall provide participants child care, transportation and other costs reimbursement in accordance with established DHS guidelines and procedures.

B. Management Requirements

1. Personnel

The contractor shall maintain as a minimum, the following staff on both Oahu and Maui:

One (1) full-time unit supervisor, one (1) office assistant, and a sufficient number of Employment Counselors to adequately service the referred population per island. In 2013, the number of clients serviced by E&T on Oahu was 4589 and on Maui the number was 725.

The contractor may propose an alternative plan of hiring staff to suit their proposed model of service delivery.

2. Administrative

- a. Hours of operation: Normal hours of operation shall be from 7:45 a.m. to 4:30 p.m., Monday through Friday, excluding State Holidays.
- b. Division Procedures: The contractor shall follow procedures established by the Division regarding (1) scheduling, monitoring and tracking participation (2) support services for child care transportation, and work related expenses, (3) transitional child care, (4) case closures, and (5) reporting of all data related to clients and client participation.

3. Quality assurance and evaluation specifications

The contract will be evaluated based upon performance placing E&T participants into components and guiding those participants toward employment. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcomes.

4. Output and performance/outcome measurements

- a. Each worker must maintain a minimum caseload of 90 E&T participants.
- b. At least ninety-five percent (95%) of all participants assessed will be assigned to a component, excluding those individuals placed in conciliation or referred for sanction.
- c. At least seventy-five percent (75%) of all participants assigned to a component shall successfully complete a component activity.
- d. At least fifty percent (50%) of all participants who have successfully completed a component activity will enter unsubsidized employment.

5. Experience

The contractor shall demonstrate experience providing case management, job counseling and job development services for the target population.

6. Coordination of services

The contractor shall maintain and develop new working relationships with other agencies and community-based programs that can assist SNAP E&T participants in obtaining the necessary skills for employment. Coordination and collaboration of services is essential in maximizing all available resources that will assist in the success of the participant.

7. Reporting requirements for program and fiscal data

All client data and payment information shall be entered in the Hawaii Automated Network for Assistance (HANA) system. Monthly reports designed by DHS shall be prepared and submitted to the SNAP E&T Program Specialist. While manual reports may be submitted, the computer entries shall also serve as an official report. The contractor will not receive credit for client performance if the data is not entered in HANA or other system designated for use.

The contractor shall submit monthly expenditure reports for the operation of the program that shall serve as invoices for reimbursement. The form "Subgrantees Invoice and Expenditure Report" (SIER) shall be the official form used for the contractor to request reimbursement of funds for this contracted service.

C. Facilities

The contractor shall provide a facility that meets ADA requirements, has a conference room big enough to provide orientation sessions to a group of participants, and is centrally located so that island residents can access it.

2.5 COMPENSATION AND METHOD OF PAYMENT

The contractor shall comply with the Chapter 103F, HRS, Cost Principles for Purchase of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website at: <http://hawaii.gov/spo/>

Cost principles represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and the requirements for verification and documentation. The budget amount for the

operation of the project must not exceed the amount stated in the RFP. Allowable costs to operate the program are reimbursable on a monthly basis after services are rendered. The contractor shall abide by all the Federal regulations as legislated by Public Law 101-508, Omnibus Budget Reconciliation Act of 1990. Any expenditure made or authorized by the contractor which is subsequently determined by the Federal government to be unallowable shall be repaid to the State or offset against any other funds to which the contractor may be entitled.

Payments will be made monthly upon receipt and approval of the SIER and monthly report.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (see 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application is comprised of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

3.1 Program Overview

Applicant shall give a brief overview to orient evaluators as to the services being offered and their relevance in relation to the services sought in this RFP.

3.2 Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services and submit at least three (3) references that may be contacted by the State as to the Applicant's past and current job performance. Applicant shall provide names, titles, organizations, telephone numbers, email and postal addresses;

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The Applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community by listing the current organizations and programs that they currently work with and describing the agreements that are already in place. Applicants can also list and describe organizations and programs that they plan to coordinate with in order to provide additional resources to participants in the SNAP E&T program.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and the special equipment that may be required for the services.

3.3 Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

3.4 Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item 2.1, Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The detailed discussion should address, at a minimum, the following areas:

1. Proposed work flow from client intake through successful exit of the program;
2. Proposed staffing and how this will provide for adequate service to participants;
3. Transition plan that ensures continued service delivery is maintained during periods of staff shortage, transition, or turnover occurs;
4. Action plan that details how management and operations deals with customer and staff complaints;
5. Logical and succinct explanation of how previous business experiences ties in to the proposed service delivery and understanding of the clients to be serviced; and
6. Detailed plan that outlines how quality control is maintained.

3.5 Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

1. Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

The purchasing agency shall consider cost proposals based on “cost type” or “pure reimbursement” pricing structure from the applicants’ who are non-profit organizations licensed to do business in State of Hawaii. “Cost –type” involves payment of all incurred costs within a predetermined total estimated cost.

2. Pricing Structure Based on “Cost-Plus-Fixed-Fee”

The purchasing agency shall consider cost proposals based on “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. We anticipate these fees to be limited to 10% or less of the contract award. Also, these fees need to be built within the contract ceiling. *Please note*, however, that the Department reserves the right to negotiate the final amount of fixed fee within the limits discussed above.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the application organization, e.g. non-profit or for-profit, and that are in the best interest of the State.

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	SPO-H-205A
SPO-H-205B	SPO-H-206A
SPO-H-206B	SPO-H-206C
SPO-H-206E	SPO-H-206F
SPO-H-206H	SPO-H-206I

B. Other Financial Related Materials – Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

1. Audit Report (most recent)
2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawaii Compliance Express.

3.6 Other**Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment, at the time the SPO-H-200A is signed and filed. If applicable, please explain. Failure of full disclosure shall result in automatic disqualification of the RFP application.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
<i>Administrative Requirements</i>		
<i>Proposal Application</i>		100 Points
Program Overview	0 points	
Experience and Capability	20 points	
Project Organization and Staffing	15 points	
Service Delivery	55 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

Exclusion of any of the required documents stated in (A) (1) and (2) below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPOH-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Scoring for each item identified below per Section is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:

“5” – Proposal offers excellent value to the State, exceeded minimal requirement set forth in the RFP, or demonstrated superior knowledge and/or experience.

“3” - Proposed offers good value to the State, above minimal requirement set forth in the RFP, or demonstrated acceptable level of knowledge and/or experience.

“1” -Proposed offers less than minimal value to the State, met less than minimal requirement set forth in the RFP, or demonstrated less than minimal knowledge and/or experience.

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. *Experience and Capability (20 Points)*

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

- Clearly stated extent of experience
- Identified in details previous relevant projects

C. Quality Assurance and Evaluation

- Proposal details sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

D. Coordination of Services

- Demonstrated capability to coordinate services with other community agencies and resources.

E. Facilities

- Adequacy of facilities relative to the proposed services.

2. *Project Organization and Staffing (15 Points)*

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. *Service Delivery (55 Points)*

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

- Describes a comprehensive program content and design. _____
- Demonstrates and understanding of the various service activities and sequence of events. _____
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures. _____
- Demonstrates and understanding of the target group to be serviced. _____
- Demonstrates knowledge of case documentation and case record maintenance. _____
- Demonstrates knowledge of handling customer service and complaints. _____
- Provides for public relations and community collaboration. _____
- Demonstrates knowledge of implementing and maintaining quality controls. _____

4. *Financial (10 Points)*

- Personnel costs are reasonable and comparable to positions in the community. _____
- Non-personnel costs are reasonable and adequately justified. The budget fully supports the scope of service and requirements of the Request for Proposal. _____

C. **Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____ RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Applicant to place "X" for items included in Proposal
General:				
Proposal Application Identification Form (SPOH-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPOH-200A)	Section 3, RFP	SPO Website*	X	
Hawaii Compliance Express Verification Certificate	Section 1, RFP	Hawaii Compliance Express SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications				
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				

*Refer to subsection 1.2, Website Reference for website address.

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